**Temporary Shut-Off Policy through July of 2021 or thereafter if needed and approved by motion of the Board**

Due to the possibility that some of the Highland Water District customers may be out of work or face other hardships for a long period of time due to steps taken by government officials to prevent the spread of Covid-19 the District will temporarily hold shut offs through August only for those customers directly affected by quarantine or working in the businesses temporarily closed.

The District will work with customers to arrange payments of any accounts that become delinquent for the reasons stated above using the guidelines set forth below:

* $100.00 to $200.00 shall be paid in equal payments over 3 months
* $201.00 to $300.00 shall be paid in equal payments over 4 months
* $301.00 to $400.00 shall be paid in equal payments over 5 months
* $401.00 plus will be paid in equal payments over a period not to exceed 6 months.
* Anything under $100.00 is payable with the next monthly bill.

These payments arrangements will be accepted by the District so long as the customer continues to pay the current billing invoice along with the arranged payments on the starting date agreed upon by the District and Customer.

***If the customer does not call in prior to September 20th to make arrangements for payment they are subject to shut off on the date of the September notice.***